GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:5627
ANSWERED ON:16.05.2007
FAULTY TELEPHONE BILLS
Prasad Shri Hari Kewal

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a large number of faulty telephone bills have been delivered in the rural areas of the country especially in Uttar Pradesh;

(b) if so, the details thereof during the last three years, State-wise;

(c) the number of officials found guilty in this regard alongwith the action taken against them; and

(d) the steps taken/proposed to be taken by the Government in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) No, Sir. The cases of faulty telephone bills are not many as compared to the number of bills issued by Bharat Sanchar Nigam Limited (BSNL). In Uttar Pradesh, there is no such case.

(b) Details of number of case of faulty telephone bills during the last three years are given in the annexure.

(c) No individual was found responsible.

(d) Standing instructions are there on faulty bills/complaints. These are re-iterated from time to time keep such incidences to the barest minimum.